

Outpatient Clinic - Health Care Benefits

In addition to the Regional Office, VA operates an Outpatient Clinic (OPC) in Manila, Philippines. This is the only standalone ambulatory care facility located in a foreign country.

To be eligible for healthcare while in the Philippines, U.S military veterans must have conditions or disabilities incurred in or aggravated by military service rated by the VA at 0% or greater.

Health care services are provided at the OPC by Primary Care Physicians (PCPs) and contracted Specialist Consultants. Most specialties are available in house or by contract. The outpatient services are made up of general medicine, internal medicine with subspecialties in cardiology, rheumatology, pulmonary, nephrology, mental health, neurology, dermatology, ENT, audiology, orthopedics, gastroenterology and ophthalmology. Ancillary services added in are nursing, radiology, social work, pharmacy, laboratory, prosthetics and a number of other professional and support services.

OPC also provides general medical and/or specialist examinations sufficient to identify a condition and determine the extent to which a veteran is disabled. All findings are elemental to the adjudication of claims for VA benefits.

Inpatient and fee basis outpatient care is limited to treatment of service-connected conditions and is provided through fee-based arrangements with accredited medical facilities and private health care providers in their community.

To assist our Veterans with medical care, you can look us up at

Department of Veterans Affairs
1501 Roxas Boulevard
1302 Pasay City
Philippines

Telephone Number (PLDT line): +632-833-4566
Telephone Number (Eastern Line): +632-318-8387
Toll Free Number: 1-800-1888-8782
Fax Number: +632-310-5957
Website: <http://www.va.gov>
For email inquiries: <http://iris.va.gov>

Business Hours: 7:30AM to 4:30PM
Appointment Hours: 8:00AM to 3:30PM
Call Center Hour: 8:00AM to 4:00PM
Business Days: Monday through Friday

It is important to us that our Veterans understand our processes. Below are Frequently Asked Questions (FAQ):

1. Do I Need an Appointment?

Answer: Yes. Veterans are advised to call the clinic at (02) 318-8309 to set an appointment or relay a message to your doctor.

2. How Can I Check My Appointment?

Answer: The Business Office utilizes an [Appointment Inquiry Service](#). You can call into the system which is available to you 24-hours a day, 7 days a week from any touch-tone phone. Local charges will apply for calls made outside Metro Manila.

3. Do I Get Reminded of My Appointment?

Answer: Yes. An [Automated Telephone System](#) places calls to pre-determined list of patients to remind them of upcoming clinical appointment. The recipient should hear a recorded message of the date and time of upcoming appointment(s).

4. If I Don't Have an Appointment, Will I Be Entertained at the Clinic?

Answer: We cannot guarantee access to clinic services if walk-in slots are already occupied. Please understand that services at the clinic are limited and we concentrate our services to patients with scheduled appointments.

5. What Will I Do If I Have an Emergency?

Answer: Veterans with emergency concerns are highly encouraged to proceed to the nearest hospital. VA OPC does not have urgent care or an emergency department.

In the event you get admitted in a hospital, please notify VA OPC within 72hrs to determine VA coverage. You may call (02) 318-3810 for emergency assistance. You may also fax us a medical abstract through (02) 310-5957.

6. What if I Need to See a Doctor Near My Residence?

Answer: We have established a Fee Basis Program where veterans are referred to accredited private physicians, clinics, and/or hospitals near their residence as determined necessary by the Primary Care Physician (PCP) for a service connected condition.

7. Do I Need a Letter of Authorization to Receive Care?

Answer: Yes. Accredited physicians and hospitals require a Letter of Authorization (LOA) from VA OPC. Should you fail to secure an LOA, the cost of consultation, procedure, or in-patient care will be at your expense. For questions about our Fee Basis Program, please call (02) 318-8309.

8. Will I Be Reimbursed for My Travel Expenses?

Answer: VA OPC has a standard process for computing travel reimbursements. Travel for appointments authorized by VA OPC will be reimbursed within the guidelines of travel authorization based on the medical condition of the veteran at the time of appointment. All travel reimbursements are subject to a standard deduction required by law except when conducted for compensation and pension examinations purposes. For questions regarding travel computations and regulations, please call the Travel Clerk at (02) 318-8388.

9. How Do I Request for Refills of My Medication?

Answer: For inquiries and refill of your medications please refer to [Auto Phone Refill Service](#). You may also dial (02) 318-8311 or log on www.myhealth.va.gov. Refill request(s) must be submitted **at least 14 work days prior to due date** to allow time for Pharmacist to prepare and send out your prescription.

10. How Do I Request for New Medication prescribed by my Fee Basis Doctor?

Answer: Send via courier or fax a clear copy of the fee-basis prescription to VA OPC. The prescription should include (a) name of veteran; (b) last 4-digit of SSN; and (c) contact number. The VA Pharmacy Service will determine availability and/or a substitute consistent with the VA National Formulary. To fax your Fee-Basis prescriptions dial (02) 310-5957. Attention: Pharmacy.

11. Where Should I Discuss My Compensation and Pension (C&P) and SSA Concerns?

Answer: VA also provides services concerning benefits administration. The functions are the same as a stateside Regional Office. For queries regarding claims for entitlements to VA benefits including but not limited to compensation and pension (C&P) and/or Social Security Administration (SSA), please click on the [Manila Regional Office - Compensation and Pension Benefits](#) or you may call (02) 550-3800 for VA benefits concerns; and/or (02) 301-2000 extension 2545 for SSA concerns.

Related Links:

Tricare: <http://www.tricare.mil/>

DEERS: <https://www.dmdc.osd.mil/appj/deerswebsite/home.do>

Federal Employment for Veterans: <http://www.fedshirevets.gov/>

National Resource Directory: <http://www.nationalresourcedirectory.gov/>

Connect with VA:

FACEBOOK: <http://www.facebook.com/VeteransAffairs>

Twitter: <http://www.twitter.com/DeptVetAffairs/>

Youtube: <http://www.youtube.com/user/DeptVetAffairs>

Flicker: <http://www.flickr.com/photos/44636446@N04/>